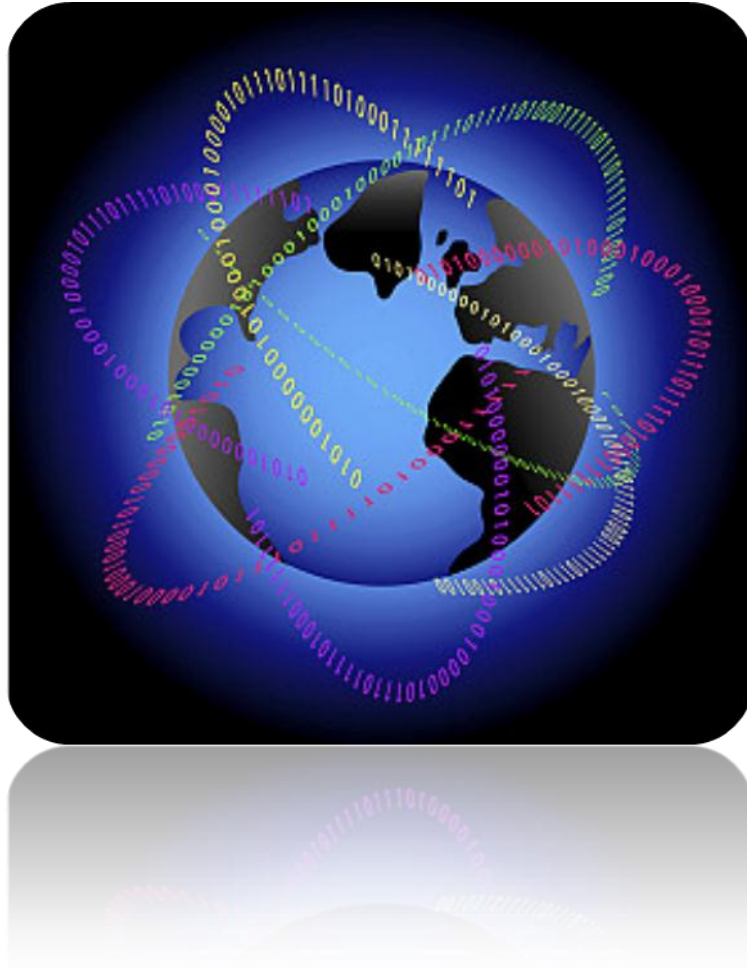


The LSCS Library 2011 Annual Report



The mission of the LSCS Libraries is to support a successful educational experience, nurture the intellectual and cultural life of the community, encourage critical thought, promote information literacy, and provide innovative, and high-quality services and programs.

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Executive Summary

The purpose of this annual report is to provide evidence that the LSCS library program improves operations based on systematic analysis of learning/information resources, facilities, instruction, and staff. The LSCS library program plays an integral role in system-wide strategic planning processes by identifying expected outcomes, implementing strategies to accomplish and assess the extent to which outcomes are accomplished, and improving operations based on analysis of evidence/results.

Each library aligns its unit goals with those of the respective campus. However, overarching library success relies on a contiguous system-wide library program that *supports a successful educational experience* by honoring the information/resource needs of each LSCS student, regardless of location or method of educational delivery.

This report abounds with selected examples that attest to strategies for supporting instruction and student success. The most significant unifying library outcome is the initial introduction of information literacy in the EDUC 1300 courses. Librarians from across the system advocated for the inclusion of this module which contains a "hands on" activity to include: either a visit to the library or a librarian visiting the class to demonstrate and provide opportunities for students to experience research, including searching for books and professional journals related to their identified careers/majors; and citing resources.

Goals listed on the following page show the 2010-2011 library goals identified to support the primary initiative of LSCS's Library Executive Committee (LIBEX).



Pradeep Lele
LIBEX Chair, 2010-2011

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LSCS Library Instructional Goals 2010-2011

Campus	LSCS Library Instructional Goals 2010-2011	Results/Progress/Improvement
LSC-CFC	Develop a library instruction component for each section of EDUC 1300 course	Incorporated information literacy standards in all EDUC 1300 classes.
LSC-KC	Encourage greater use of the library's instructional program and increase librarian skills in creating active learning in the library	Incorporated information literacy standards in all EDUC 1300 classes.
LSC-MC	Implement, measure, review/revise and refine information literacy learning outcomes to determine student success impact	Incorporated information literacy standards in all EDUC 1300 classes. Will evaluate impact of standards by Dec 2011. Criteria under development Fall 2011.
LSC-NH	Develop effective options to improve users' skills and knowledge	Provided and incorporated video modules in instruction for face to face and online instruction classes.
LSC-TC	Increase information literacy skills by having librarians actively participate in face-to-face and online orientation programs	Incorporated information literacy standards in all EDUC 1300 classes.

Information literacy continues to be an overarching emphasis for the libraries. Strategies emerge at the campuses as each library strives to connect with and support student success and academic support initiatives and goals.

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This mission statement provides a conceptual framework for the system-wide library program. It suggests context for linking learning resources and services, and student and academic support services with unit, campus and institutional purposes, mission, plans and timely initiatives. The mission is global in scope and crafted to ensure that LSCS students, regardless of location or instructional methodology have access to an array of resources and services that help them persist, complete and succeed. The needs of distance education students are factored into the acquisition of user privileges to access resources provided to support their educational and research needs.

In order to determine the effectiveness of its library program, LSCS assesses the

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appropriateness of existing facilities, resources and services, and investigates emerging strategies to ensure that library users have access to well-planned facilities, appropriate learning/information resources, regular and timely instruction in the use of library and other learning/information resources, and sufficient qualified staff. LSCS, through ownership and two formal arrangements, provides and supports student access and user privileges to library collections, services and other learning/information resources consistent with degrees offered, and educational, research, and public service programs.

Learning Resources and Services

In order to support student learning and user services, LSCS's Library Executive Committee (LIBEX), comprised of library administrators from across the system and the LSC-University Center Librarian, assesses library operations and resources monthly. *Table 1. LIBEX Minutes* chronicles a history of LIBEX's conversations and strategies that support successful educational experiences.

Table 1. LIBEX Minutes

The screenshot shows the LSCS Libraries intranet interface. The breadcrumb trail is: MyLoneStar > LSCS Intranet > Academic Affairs & Student Success > LSCS Libraries. The page title is "LSCS Libraries > Libex Minutes". A table lists the following documents:

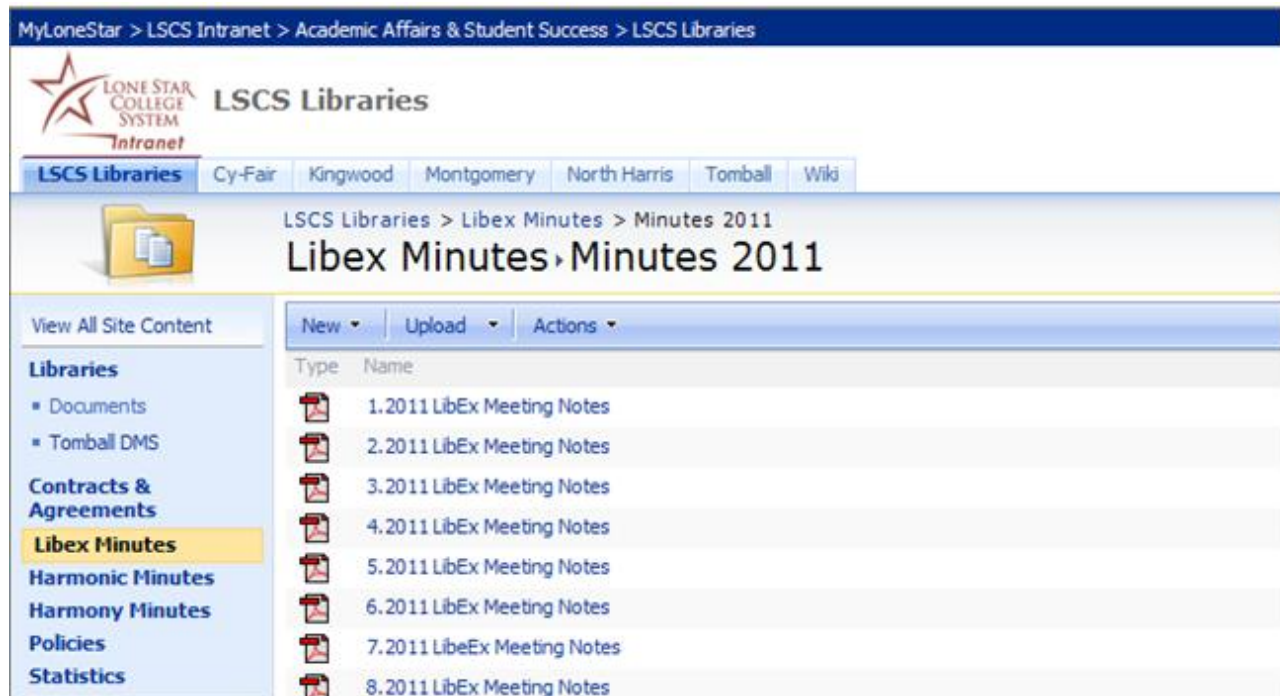
Type	Name	Modified	Modified By
Folder	Minutes 2008	2/1/2010 3:47 PM	Lele, Pradeep M
Folder	Minutes 2009	2/1/2010 3:47 PM	Lele, Pradeep M
Folder	Minutes 2010	2/1/2010 3:47 PM	Lele, Pradeep M
Folder	Minutes 2011	4/12/2011 11:49 AM	Drepaul, Norma A
Document	LIBEX Planner 2010	2/8/2011 2:23 PM	Drepaul, Norma A

Minutes and other historical and planning resources are available on the intranet.

Table 2. LIBEX Minutes 2011, documents **selected** monthly meetings during the 2010-2011 academic year.

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Table 2. LIBEX Minutes 2011



The screenshot shows the LSCS Libraries Intranet interface. At the top, there is a navigation bar with the breadcrumb path: MyLoneStar > LSCS Intranet > Academic Affairs & Student Success > LSCS Libraries. Below this is the LSCS Libraries logo and a navigation menu with tabs for LSCS Libraries, Cy-Fair, Kingwood, Montgomery, North Harris, Tomball, and Wiki. The main content area displays the path LSCS Libraries > Libex Minutes > Minutes 2011 and the title "Libex Minutes > Minutes 2011". On the left, there is a sidebar with a "View All Site Content" link and a list of categories: Libraries (Documents, Tomball DMS), Contracts & Agreements, Libex Minutes (highlighted), Harmonic Minutes, Harmony Minutes, Policies, and Statistics. The main content area has a "New" dropdown, "Upload" dropdown, and "Actions" dropdown. Below these are two columns: "Type" and "Name". The "Name" column lists eight items: 1.2011 LibEx Meeting Notes, 2.2011 LibEx Meeting Notes, 3.2011 LibEx Meeting Notes, 4.2011 LibEx Meeting Notes, 5.2011 LibEx Meeting Notes, 6.2011 LibEx Meeting Notes, 7.2011 LibEx Meeting Notes, and 8.2011 LibEx Meeting Notes. Each item has a small red icon to its left.

Type	Name
	1.2011 LibEx Meeting Notes
	2.2011 LibEx Meeting Notes
	3.2011 LibEx Meeting Notes
	4.2011 LibEx Meeting Notes
	5.2011 LibEx Meeting Notes
	6.2011 LibEx Meeting Notes
	7.2011 LibEx Meeting Notes
	8.2011 LibEx Meeting Notes

Table 2. LIBEX Minutes 2011 is included as a sample of recent meetings that document collaborative discourse among LSCS's libraries. LSCS employees have access to these records through the intranet.

Specific discussions and decisions that influence the effectiveness of the five libraries include annual assessment and prioritization of licensed databases and other resources common to all LSCS campuses. Examples of improvements based on analysis of database features (such as ability of students to manipulate images in Anatomy TV, and the availability of evidence-based care sheets in CINAHL); use (such as consideration of usage statistics with Films on Demand); coverage (including breadth in Jstor products); timeliness (as provided in *Opposing Viewpoints*); redundancy (as afforded by ProQuest National Newspapers) are provided in the three-part *Table 3. Databases Recommended for Purchase, Addition and Cancellation 2011-2012*.

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Table 3. Databases Recommended for Purchase, Addition and Cancellation 2011-2012

Lone Star College System Libraries, Database Committee
List of Recommended Database Purchases
2011-2012

To: Carol Steinmetz (ALS) and LIBEX

From: Hope Beggan (KW), Chair; Norma DrePaul (NHC); Alpana Sarangapani (TOM);

Tracy Williams (CYTF); Gary Church (MC); Pam Shaffer (LIBEX Liaison/TOM Director)

Page 1 – 2 Current Selections; Page 3 – Additions; Page 4 - Cancellations

Database Name	Justification	Price
A to Z /Link Source	The A to Z Link Source provides a live link index of all the full text journals available to users. If students need access to a particular article, this is the best way to access the journal. It also indicates which database contains a particular journal so that users may go to the correct location to search for more from that journal or publication. This is an essential database which helps to manage ever-increasing content.	10504
Anatomy TV	Wonderful database with images which students can manipulate in order to view anatomy from 360 degrees and with layers of musculature and skeletal structure, nerves and blood vessels. These layers can be removed and added back. Also provides animations, video clips and interactive 3-D models. Images, animations and videos can be downloaded and used for educational purposes. Supports Dental Hygiene, Nursing, Biology, Radiologic Technology, Emergency Medical Services Professions, Fire Science, Physical Therapy Assistant, Occupational Therapy, Kinesiology, Respiratory Care, and Anatomy and Physiology courses. Because the full package was quite expensive, we decided to only get part of the package for less than half the price. (\$31,000 down to \$15,612) We have promoted this database to the appropriate faculty, and we fully expect use to increase in the upcoming year.	15612
Biography Reference Bank	This database includes people from ancient time to present. With more than 500,000 biographies, the colleges feel that it helps replace many print resources. This is a good addition for distance and traditional students. Well used by ESOL students at North Harris. Supports Literature, History, and Current Issues. For many authors it provides lists and criticism of their works.	1946

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CINAHL Plus with full-text	This database works well with the curriculum. Used by Nursing and Allied Health students in the colleges. Evidence based care sheets are a nice feature. Excellent full text articles from professional nursing and health journals. Supports Nursing, Dental Hygiene, Occupational Therapy, Respiratory Care, Radiologic Technology, Emergence Medical Services Professions, Fire Science, Physical Therapy Assistant, and Anatomy and Physiology.	18393
CQ Researcher	Excellent database - used primarily by English and Speech students for topics covering current events and issues. Provides overviews, chronology of events, and statistical information brought together in reports not replicated elsewhere. Great starting place for overviews or deeper research. Also good for pro/con assignments in which students have to argue one side or the other of an issue. Most articles provide a Pro/Con section where one authority provides the Pro side, another the Con side pertinent to the article's topic. Related articles are offered. Can be browsed or keyword searched. Very cost effective database. It is worth more than its minimal price. Good usage statistics.	957
Films on Demand	More than 6,000 videos on all major subject areas. Each film is segmented so that users can search by title, segment, subject, keyword, performer, etc. Faculty can create a playlist of the films they use by semester. Faculty can embed a link to a specific video or segment in an online class to enable students to see that film or segment. Includes many PBS films, Films For Humanities videos, and more. Feedback from faculty has been positive. They prefer streaming video to DVDs due to convenience of use. This database may replace some DVD purchases. Statistics show great use.	62005
Issues & Controversies	This database offers information for pro/con or argumentative papers which are required in English 1301. The material found in Issues & Controversies is prepared by the editors and researchers from Facts on File. Great place to begin research. Good for looking for a topic. Inexpensive for the quality and quantity of information.	2219
Jstor Arts & Sciences I and III	Excellent database for research in history, literature, or any subject for which scholarly journal articles are needed/required. High quality scholarly sources support almost every academic subject area. It is heavily used for Literature. Supports American and English Literature, History, Sociology, Psychology, Philosophy, Cultural issues. Statistics show very good use.	2800
Naxos	Good and getting better all the time. Continued additions and upgrades to its collection. Usage has increased steadily each semester. Replaces CDs in collection. This database is like no other we currently have available. Used primarily by Music and Performing Arts students.	3600

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\$4000- Carol will renew through Amigos to get a \$400 discount.		
New York Times Historical	We are still reviewing options for a historical newspaper database. We will make a selection of one of these two in the next few weeks. The pricing is basically the same.	9000
OR		
Newsbank's Historical Newspapers		
Opposing Viewpoints	Basic database for current issues research. Supports English, ESOL, Speech, developmental students as well as others. Widely used in current issues assignments. Provides access to viewpoint essays, ref works, and investigative reporting through magazines and newspapers. Can be browsed or keyword searched. Good use statistics.	10165
Oxford Art Online	The database which is most useful for art topics. The print resource is considered an authoritative source for libraries. Has replaced print resource. Supports Art, Art History. (formerly Grove Art Online)	6347
Project Muse Full Collection	Excellent resource for any area requiring scholarly research. Used in conjunction with JSTOR. Supports most academic subject areas. Heavily used in Literature, History, Sociology, Philosophy. Good use statistics.	7387
ProQuest National Newspapers	(Houston Chronicle, NY Times, Wall Street Journal, Christian Science Monitor, LA Times, Washington Post) This database provides access to six major national newspapers using the ProQuest interface. Most of these newspapers are available in other databases currently subscribed to by LSC Libraries, but not in one place. Supports Current Issues, Government, Economics, Business, and Speech. The Wall Street Journal and the Los Angeles Times are not available in any other database. The WSJ alone would cost much more if subscribed to as a single paper through a site license or through ProQuest.	7895
STAT!Ref	Excellent resources for Health Sciences. With the addition of Anatomy TV (see above) this is a formidable reference tool for any student, distance or traditional. Heavily used by all health science students including Nursing, Occupational Therapy, Respiratory Care, Radiologic Technology, Emergency Medical Services Professions, Fire Science, Physical Therapy Assistant, and Anatomy & Physiology. Contains many of the print reference resources formally purchased by the libraries, but makes them accessible by online classes.	4197
Westlaw Campus	Westlaw Campus Research contains over 10,000 newspapers, many of which are not found online - they are small local	25066

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Research newspapers and regional publications. Promotion of this database and linking through a federated search feature would be good. Supports Current Issues, Legal Assisting, Paralegal, Legal Office, Government students. Mainly used with legal classes for searching law and cases. We get a 50% discount from West on our legal collections when we subscribe to this database.

Chronicle of Higher Education	See additions list below.	6400
History Study Center	See additions list below.	4850
Texshare Fees	Required. Amount budgeted is an increase of 35% from last year. From \$16,050 to \$21,668.	21668

Total (Current Selections)		<u>\$221,011</u>
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List of Recommended Additions and Cancellations:
2011-2012

To: Carol Steinmetz (ALS) and LIBEX
From: Hope Beggan (KW), Chair; Norma DrePaul (NHC); Alpana Sarangapani (TOM); Tracy Williams (CYTF); Gary Church (MC); Pam Shaffer (LIBEX Liaison/TOM Director)

Additions this year:

Database Name	Justification	Price
Chronicle of Higher Education	LSCS employees have access to this publication through EBSCO databases <i>with a one month embargo</i> .	6400
History Study Center	Fills a hole in the collection and provides needed reference materials, primary sources, maps, timelines, images, videos, illustrations, and academic journals. User interface is superior, and the coverage overlaps nicely with our predominantly American focus. This database supports courses such as History, ESOL, Developmental English, and a variety of courses in the humanities	4850

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ranging from art to music.

Newsbank Historical Newspapers	Replacement for New York Times Historical Newspapers. This database has numerous historical newspapers including several small Texas newspapers.	9000
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Total (Recommended Databases to Add)

\$20,250

Databases not renewed:

Database Name	Justification	Price
AIRES Academic Image Research Service	Not a comprehensive database. Images can be found in other resources.	699
Artstor	<p>We are reluctant to cut this database because it includes images and artwork not readily found in other sources. This was a difficult decision, and we may add this back in the future.</p> <p>This database has a wide variety of art including an expanding collection of photography and current event images. This database keeps getting better. The images can be manipulated to show brush work on paintings, very close scrutiny on sculpture. Additions to the collections are frequent. Supports Art, History, Art appreciation.</p>	2525
Country Watch	Content can be found elsewhere.	4255
New York Times Historical	<p>Vast historical archive. Provides access to primary news source back to 1851. Supports English Literature and History. The use is not what it should be, but the archive is not presently available in other databases at LSC.</p> <p>This is a good database; however, we are replacing this one newspaper with a database of historical newspapers from Newsbank for the same price. We will track its usage and decide if it is used more than NYTH, and we will proceed from there next year. It is basically an even replacement where price is</p>	8693

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	concerned.	
Plunketts Online	Bad interface, better content elsewhere	7265
Oxford Music	Great resource, but underused. Statistics not what they should be.	6347
Total (Recommended Cuts)		(\$29,784)

This comprehensive list is the result of careful review and analysis by LSCS’s Library Database Committee. A LIBEX member serves as liaison on the committee. Each year, the database coverage is improved as a result of careful review. These decisions have direct impact on the ability of students to access necessary resources, and librarians to provide regular and timely instruction in the use of the library and other learning/information resources.

Systematic weeding of eResources is documented and demonstrates care in assuring that students have access to pertinent resources. Librarians, faculty and students recommend library resources to support their respective campuses or research needs. LIBEX recommends database purchases to Office of Technology Services (OTS). OTS ensures that electronic resources are appropriately purchased/licensed.

LIBEX assesses print and non-print collections and examines database use patterns and vendor statistics for the system-wide library program in order to manage or improve access to appropriate resources, while realizing cost sharing benefits. *Table 4. LSCS Database Use: Example: Selected Databases by Location* provides critical feedback on database use. In addition to the ability to make collective informed decisions, each campus, by disaggregating statistics, can make decisions on the need to augment local collections, as well as participate in or lead discourse concerning cost sharing.

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Table 4. LSCS Database Use: Example: Selected Databases by Location

Count	Loc	MON	CAR	CYF	DSTC	FAI	HCPL	KIN	MCML	NOR	OPAC	PAR	TOM	WIL	Grand Total
5	\$ Academic Search Complete	288	42	464	49	97	13	320		262		14	123	53	1725
6	\$ Agricola						2								2
7	\$ Alt HealthWatch	1						2					2		5
8	\$ Anatomy.tv	19		11	6	1	2	9		12			23		83
9	\$ ARTstor	21		18		4		8		9			4	1	65
10	\$ Bibliography of Native North Americans				1										1
11	\$ Biography Reference Bank	45		25	2	5	3	10		14		6	3	3	116
12	\$ Book Index with Reviews			1		2				1					4
13	\$ Business and Company Resource Center	1		10	9			2		6			8		36
14	\$ Business Source Complete	5		41	9	4		5		10			16		90
15	\$ Chronicle of Higher Education Online			6	7	3	1	5		5		11	1		39
16	\$ CINAHL Plus with Full Text	3	1	12	7			21		24			7	1	76
17	\$ Columbia Grangers World of Poetry							4							4
18	\$ Communications & Mass Media Complete				2			1					3		6
19	\$ Computer Source					1				2		1			4
20	\$ Consumer Health Complete	3		2						1			3		9
21	\$ ConsumerLab									2					2
22	\$ Contemporary Authors	11	2	19	1	2	1	6		20		1	4	5	72
23	\$ Contemporary Literary Criticism Select	12	20	57		2		8		13			5	10	127
24	\$ CountryWatch	8		25	4		1	4		9			2		53
25	\$ CQ Researcher	9		41	4	3	5	74		35		5	25	8	209
26	\$ Dictionary of Literary Biography	18	1	7				8		7			7	1	49
27	\$ EBSCO A-to-Z	35	1	82	5	8	5	28		20			14	1	199
28	\$ EBSCOhost Databases	18	1	20	4	1		4		9			12	1	70
29	\$ eLibrary Curriculum Edition			6				2		1			1		10
30	\$ Encyclopædia Britannica Online			1						3					4
31	\$ ERIC	2		18	2	2	1	6		5					36

Table 4. LSCS Database Use: Example: Selected Databases by Location affords opportunities for each library to examine the relative impact within the system of specific database usage.

Some licensing vendors provide objective decision-making feedback. Table 5. LSCS Database Use: Example: Selected Vendor Statistics denotes the entry point of reports provided by database vendors. The image also shows the ease of access to these data. The ability to review and analyze these data is one click away.

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Table 5. LSCS Database Use: Example: Selected Vendor Statistics

MyLoneStar > LSCS Intranet > Academic Affairs & Student Success > LSCS Libraries

The screenshot shows the LSCS Libraries Intranet interface. At the top, there is a navigation bar with the following links: LSCS Libraries, Cy-Fair, Kingwood, Montgomery, North Harris, Tomball, and Wiki. Below this, there is a breadcrumb trail: LSCS Libraries > Statistics > Database Vendors. The main heading is "Statistics > Database Vendors". On the left side, there is a sidebar menu with the following items: View All Site Content, Libraries (Documents, Tomball DMS), Contracts & Agreements, Libex Minutes, Harmonic Minutes, Harmony Minutes, Policies, and Statistics (highlighted). The main content area displays a table of database vendors with columns for Type and Name. The table contains the following entries:

Type	Name
Folder	ARTstor
Folder	ChronicleHigherEd
Folder	CountryWatch
Folder	CQPress
Folder	EBSCO
Folder	FactsOnFile
Folder	FilmsOnDemand

Table 5. LSCS Database Use: Example: Selected Vendor Statistics provides an example of feedback from vendors that provide useful decision-making statistics. Database use by location and the annual statistical total by source provide objective and reasonable variables for assessing use.

In some instances, there seems to be less value in collecting statistics by location. One such case is with *The Chronicle of Higher Education*. The system-wide license affords each employee access to this resource. A monthly breakdown of selected numbers is represented in *Table 6. LSCS Breakout of CHE Statistics*.

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Table 6. LSCS Breakout of CHE Statistics

LSCS Libraries > ... ChronicleHigherEd > Chron Stats				
File Open in Excel Data Find				
	A	B	C	D
1	Year	(All)		
2				
3		Values		
4	Row Labels	Sum of Pageviews	Sum of Searches	Sum of Visitors
5	Jan 2010	4,162	501	647
6	Feb 2010	5,143	518	719
7	Mar 2010	6,607	944	976
8	Apr 2010	6,185	755	914
9	May 2010	3,984	315	534
10	Jun 2010	4,855	662	842
11	Jul 2010	4,419	549	709
12	Aug 2010	4,614	446	855
13	Sep 2010	6,113	576	957
14	Oct 2010	5,964	786	997
15	Nov 2010	6,281	821	1,020
16	Dec 2010	3,568	357	524
17	Jan 2011	3,834	327	662
18	Feb 2011	4,618	401	691
19	Mar 2011	4,805	616	727
20	Apr 2011	6,116	865	923
21	May 2011	4,349	514	742
22	Jun 2011	4,753	540	709
23	Jul 2011	3,602	451	562
24	Grand Total	93,972	10,944	14,710

Table 6. *LSCS Breakout of CHE Statistics* is an example of aggregated data provided by vendors. At this point, there does not seem to be a need for the librarians to assess this data by location.

Librarians assess the appropriateness of the eResource collections and recommend titles to add or delete. Subcommittees comprising librarians consider databases that support the general education curriculum, giving particular attention to core

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databases that afford distance and remote users comparable access to essential academic support resources. Through Automated Library Services (ALS), LIBEX works closely with Office of Technology Services (OTS) to ensure that remote users have access through an authentication process.

Systematic weeding of eResources is documented and demonstrates care in assuring that students have access to pertinent resources. Librarians, faculty and students recommend library resources to support their respective campuses or research needs. LIBEX recommend database purchases to Office of Technology Services (OTS). OTS ensures that electronic resources are appropriately purchased/licensed.

The print collection also undergoes ongoing scrutiny. A rigorous weeding program is in place. Evidence of withdrawal activity is documented in the *Table 7. Monthly Withdrawal Report* prepared by Automated Library Services (ALS), the centralized library technical services unit for LSCS.

Table 7. Monthly Withdrawal Report

	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Totals
Withdraws-Books													
LSC-Carver Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Conroe Center	2	0	0	14	0	60	23	67	3	0	0	0	169
LSC-CyFair	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Fairbanks Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Kingwood	130	163	19	4	119	190	3	81	102	767	21	152	1751
LSC-Montgomery	40	7	5	166	89	18	6	3	8	30	93	69	534
LSC-North Harris	94	142	59	0	9	288	30	173	251	680	1312	313	3351
LSC-Greenspoint Center	28	0	0	0	0	0	0	0	0	0	0	0	28
LSC-Tomball	562	398	308	7	62	8	153	19	1	288	64	256	2126
LSC-Willow Chase Center	0	0	0	1	0	0	0	1	0	0	0	0	2
Totals	856	710	391	192	279	554	215	344	365	1765	1490	830	8001
Withdraws-Nonprint													
LSC-Carver Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Conroe Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-CyFair	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Fairbanks Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Kingwood	0	15	0	0	0	0	0	2	0	62	0	15	94
LSC-Montgomery	1	13	7	18	163	20	0	14	1	2	19	5	263
LSC-North Harris	2	5	0	861	6	1	0	3	11	8	0	0	897
LSC-Greenspoint Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Tomball	3	1	4	79	2	1	3	13	0	124	33	0	263
LSC-Willow Chase Center	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	6	34	11	958	171	22	3	32	12	196	52	20	1517
Withdraws-Reserve													
LSC-Carver Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Conroe Center	0	0	0	2	0	0	0	0	0	0	0	0	2
LSC-CyFair	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Fairbanks Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Kingwood	0	0	0	1	0	0	0	0	0	1	0	0	2
LSC-Montgomery	0	1	0	8	51	0	0	1	0	1	34	0	96
LSC-North Harris	0	0	0	1	0	0	2	0	50	198	0	0	251
LSC-Greenspoint Center	4	0	0	0	0	0	0	0	0	0	0	0	4
LSC-Tomball	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Willow Chase Center	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	4	1	0	12	51	0	8	1	50	200	34	5	366
Withdraws-Total Remc													
LSC-Carver Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Conroe Center	2	0	0	17	0	60	23	67	3	0	0	0	172
LSC-CyFair	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Fairbanks Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Kingwood	130	178	19	5	119	190	3	83	102	830	21	207	1887
LSC-Montgomery	41	21	12	192	303	38	6	18	9	33	146	74	893
LSC-North Harris	96	147	59	862	15	289	32	176	312	886	1312	314	4500
LSC-Greenspoint Center	32	0	0	0	0	0	0	0	0	0	0	0	32
LSC-Tomball	565	399	312	86	64	9	162	32	1	412	97	261	2400
LSC-Willow Chase Center	0	0	0	1	0	0	0	1	0	0	0	0	2
Totals	866	745	402	1163	501	586	226	377	427	2161	1576	856	9886
Withdraws-Unique Titles													
LSC-Carver Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Conroe Center	0	0	0	2	0	27	9	22	3	0	0	0	63
LSC-CyFair	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Fairbanks Center	0	0	0	0	0	0	0	0	0	0	0	0	0
LSC-Kingwood	44	83	6	1	77	111	1	43	39	507	1	143	1056
LSC-Montgomery	23	5	1	75	7	11	2	2	1	18	62	47	254
LSC-North Harris	71	119	51	0	8	262	23	143	143	640	934	70	2464
LSC-Greenspoint Center	2	0	0	0	0	0	0	0	0	0	0	0	2
LSC-Tomball	265	155	99	45	33	2	86	15	0	229	52	52	1033
LSC-Willow Chase Center	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	405	362	157	123	125	413	121	225	186	1394	1049	312	4872

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The LSCS Library program provides seamless service to library users across the system and the community. Nevertheless, each campus is encouraged to and benefits from its ability to focus on and build precision into the array of learning resources and services at its respective location.

Use of Library Collections and Resources

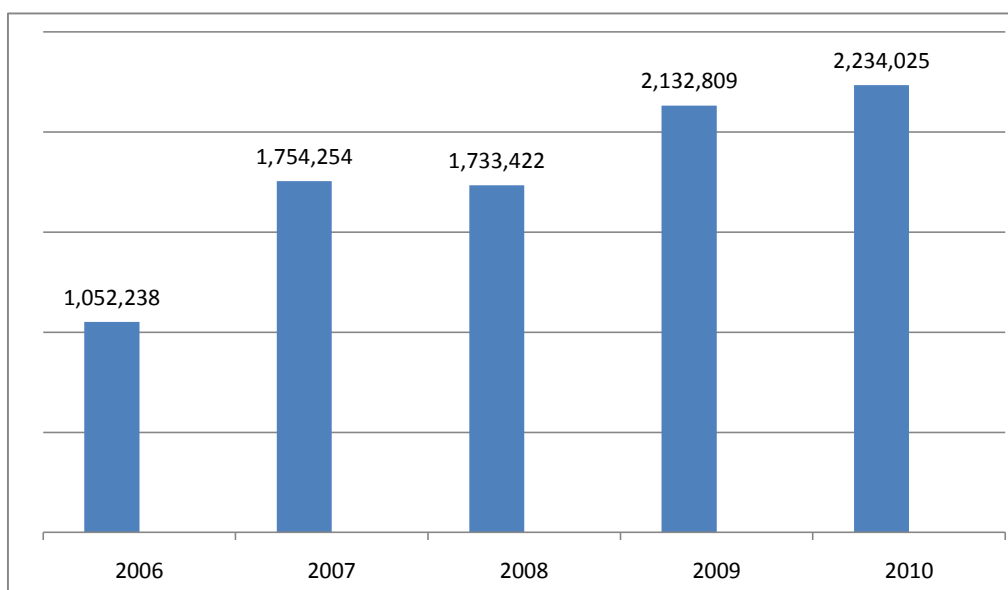
LSCS libraries generate a number of reports that document the libraries' efforts to assess and determine the appropriateness of library collections and resources for teaching, research, and the service mission. These reports help each campus to make informed decisions that enhance services, access and resources locally, while providing opportunities for the libraries to benchmark, celebrate, and target disciplines, services or locations that need attention. As the need for rich electronic resources continues to grow, improving access to appropriate resources, while maximizing cost sharing advantages becomes critical. Among the most frequently used reports are: Harmonic Statistical Reports, such as 2010-2011 Harmonic Statistics, LSCS Checkouts 2010-2011, LSCS Circulation Statistics by Borrower BType, Borrowers' Reports, Reserves Items Circulation Statistics by IType, CKO and CKI Count by Month/Year, and Harmonic Item CKO at Other Locations. A selected number of these reports is included as examples of the **types** of evidence used to make decisions that improve operations.

Library circulation and reference transactions indicate increased use of available resources and services. General circulation transactions reflect a significant (47%) increase between 2006 and 2010. *Table 7. Annual Overview of LSCS Circulation Transactions* shows the number of LSCS's library circulation transactions recorded over five years.

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Table 8. Annual Overview of LSCS Circulation Transactions

	2006	2007	2008	2009	2010
Circulation Transactions	1,052,238	1,754,254	1,733,422	2,132,809	2,234,025



LSCS uses these disaggregated figures as an overview and as visual representations for assessing borrowing activity throughout the consortium.

For scheduling and staffing purposes, LSCS libraries often review circulation patterns during the year. *Table 9: 2010-2011 Harmonic Statistics* is an example of a report that helps the libraries schedule and staff to meet identified and anticipated needs. This report has direct budgeting impact, as activity at the centers is highlighted.

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Table 9: 2010-2011 Harmonic Statistics

2010-11 Harmonic Stats				
Month	LSCS Incoming	LSCS Outgoing	Centers Incoming	Total Transactions
September	32,199	39,277	262	203,954
October	29,344	34,204	268	185,187
November	29,514	35,731	239	190,046
*December	25,616	27,195	142	167,777
January	28,693	29,208	197	181,411
February	25,114	28,900	235	167,452
March	28,723	31,421	255	190,366
*April	26,535	30,814	303	173,090
May	25,674	29,782	237	170,644
June	32,512	36,770	272	202,346
July	38,038	35,518	210	199,103
August	31,399	35,735	210	202,649
Total	353,361	394,555	2,830	2,234,025

Based on circulation transactions, borrowing activity at the centers appears relatively constant during the year. For instance, 2010-2011 statistics indicate that during that twelve month period the centers borrowed 142 – 303 items per month, constituting an average of approximately 200 items per month. Like the main campuses, December generally showed lower circulation, likely due to holiday closures. Interestingly, the centers showed increased activity during the month of April. This could be in response to the students' need to prepare assignments during spring holidays, as most centers have shortened hours during extended holidays.

Table 10 (a-j). LSCS Monthly Circulation by Location 2010-2011 provides information that is disaggregated by campus and centers. This information is useful in assessing circulation patterns at the granular levels, affording site-based employees opportunities to celebrate success or reexamine operations for improvement. Impacts include budget, staffing, effectiveness, and overall operational success or challenges. Following is a breakdown by location of circulation at respective campuses and centers.

Table 10. LSCS Monthly Circulation by Location 2010-2011

Table 10a. Circulation by Location: Carver Center (CC)

Location	Stat Year	Stat Month	Check in	Check out
LSC-CC	2011	Jan	41	29
		Feb	24	51
		Mar	65	52
		Apr	82	80
		May	68	41
		Jun	31	27
		Jul	29	14
		Aug	11	10
	2010	Sep	69	94
		Oct	82	104
		Nov	179	72
		Dec	48	34
Total			729	608

Table 10b. Circulation by Location: Conroe Center (Con)

Location	Stat Year	Stat Month	Check in	Check out
LSC-Con	2011	Jan	349	330
		Feb	326	317
		Mar	286	287
		Apr	233	208
		May	79	47
		Jun	35	35

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	Jul	21	14
	Aug	93	88
2010	Sep	696	678
	Oct	486	473
	Nov	226	203
	Dec	56	62
	Total	2,886	2,742

Table 10c. Circulation by Location: LSC-Cy-Fair Campus (CFC)

Location	Stat Year	Stat Month	Check in	Check out
LSC-CFC	2011	Jan	89,507	93,125
		Feb	82,863	84,161
		Mar	97,780	100,282
		Apr	94,888	94,362
		May	95,623	95,771
		Jun	132,522	148,427
		Jul	131,657	130,848
		Aug	117,619	109,784
	2010	Sep	89,616	89,401
		Oct	91,395	91,726
		Nov	85,864	84,049
		Dec	81,760	82,029
		Total	1,191,094	1,203,965

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Table 10d. Circulation by Location: Fairbanks Center [FBC]

Location	Stat Year	Stat Month	Check in	Check out
LSC-FBC	2011	Jan	54	73
		Feb	71	67
		Mar	69	58
		Apr	86	99
		May	73	43
		Jun	63	77
	2010	Jul	37	28
		Aug	57	27
		Sep	74	76
		Oct	93	62
		Nov	69	53
		Dec	48	14
Total			794	677

Table 10e. Circulation by Location: LSC-Kingwood Campus [KC]

Location	Stat Year	Stat Month	Check in	Check out
LSC-KC	2011	Jan	2,180	2,118
		Feb	2,473	2,613
		Mar	2,593	2,816
		Apr	3,160	3,164
		May	1,940	1,532
		Jun	1,912	2,002
		Jul	1,588	1,451

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	Aug	2,124	1,979
2010	Sep	3,439	3,728
	Oct	3,230	3,382
	Nov	3,954	3,829
	Dec	2,277	1,851
	Total	12,900	12,790

Table 10f. Circulation by Location: LSC-Montgomery Campus [M]

Location	Stat Year	Stat Month	Check in	Check out
LSC-M	2011	Jan	895	1,039
		Feb	1,383	1,424
		Mar	1,727	1,578
		Apr	1,786	1,841
		May	1,698	1,107
		Jun	1,224	1,098
	Jul	1,022	950	
	Aug	1,037	964	
	2010	Sep	1,421	1,512
		Oct	1,558	1,633
		Nov	2,404	2,416
		Dec	1,878	1,072
	Total	18,033	16,634	

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Table 10g. Circulation by Location: LSC-North Harris Campus [NH]

Location	Stat Year	Stat Month	Check in	Check out
LSC-NH	2011	Jan	2310	2465
		Feb	3104	3536
		Mar	3519	3678
		Apr	3854	3753
		May	2637	1856
		Jun	2048	2311
	2010	Jul	1884	1824
		Aug	2298	2166
		Sep	3877	4681
		Oct	3968	4326
		Nov	4093	4388
		Dec	2866	1908
		Total	36,458	36,892

Table 10h. Circulation by Location: LSC-Parkway Center [PKC]

Location	Stat Year	Stat Month	Check in	Check out
LSC-PKC	2011	Jan	80	52
		Feb	64	64
		Mar	155	130
		Apr	87	74
		May	110	99

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	Jun	114	92
	Jul	106	105
	Aug	130	90
2010	Sep	69	75
	Oct	134	134
	Nov	114	112
	Dec	145	111
	Total	1,308	1,138

Table 10i. Circulation by Location: LSC-Tomball Campus [T]

Location	Stat Year	Stat Month	Check in	Check out
LSC-T	2011	Jan	49,012	53,172
		Feb	47,076	47,725
		Mar	54,884	56,662
		Apr	49,860	48,265
		May	50,947	52,400
		Jun	66,550	74,888
		Jul	67,069	66,212
		Aug	62,861	60,222
2010		Sep	55,469	56,776
		Oct	53,764	55,705
		Nov		
		Dec	53,694	52,783
		Total	655,915	668,527

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Table 10j. Circulation by Location: LSC-Willowchase Center [WC]

Location	Stat Year	Stat Month	Check in	Check out
LSC-WC	2011	Jan	168	136
		Feb	199	183
		Mar	221	199
		Apr	191	175
		May	198	167
		Jun	246	216
	2010	Jul	210	200
		Aug	204	180
		Sep	265	269
		Oct	298	245
		Nov	197	169
		Dec	150	105
		Total	2,547	2,244

The report showing circulation by location provides one of the most understandable representations of activity at a library. This report is used often by both circulation and reference staff.

Parameters for development and maintenance of the collection are contained in the LSCS Collection Development Guidelines. LIBEX considers circulation patterns when assessing the effectiveness of collections and access.

Through formal agreements, LSCS partners with Harris County and Montgomery County public library systems. *Table 11. Library Partnerships* shows an example of LSCS's library partnerships' presence on the Library's website.

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Table 11. Library Partnerships

The screenshot shows the Lone Star College System website. The header includes navigation links: About LSCS, E-mail, A-Z Index, Contact Directory, myLoneStar, Español, viet, العربية, and a Search Site box with a GO button. Below the header are tabs for Current Students, Future Students, Programs & Classes, LSCS Libraries, and Community & Business. The main content area is titled 'About the Libraries: Partnerships' and includes a photo of a smiling woman. The text describes partnerships with Harris County Public Library (HCPL) and Montgomery County Memorial Library System (MCMLS). Logos for Harris County Public Library, Lone Star College System Libraries, and Montgomery County Memorial Library System are displayed. A section titled 'Harmonic Library Catalog' explains the partnership. A section titled 'Facilities and Service Partnerships between LSCS Libraries & HCPL' lists two locations: LSC-CyFair Branch Library and LSC-Tomball Community Library. The footer contains a 'Get Email Updates' button and contact information for Lone Star College System.

These partnerships (Harmonic Consortia) enable LSCS students, faculty, and community users to have access to resources beyond LSCS's holdings. Regular meetings are held with consortia memberships to ensure that LSCS students continue to benefit from the relationship. *Table 12. Harmonic Items Checked Out at Other Locations* is a complex presentation of lending throughout the consortium.

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Table 12. Harmonic Items Checked Out at Other Locations

Harmonic items ckoeo at other locations		Item Location		ald	ata	bb	bc	cc	cen	cy	cyf	cyfbr	dste	ev	fb	fm	fp	gp	hm	jc	kin	kinbr	kt	kw	lap	lp	mag	mm	mon	monbr	nc	nor	nw	of	par	pw	
Stat Category	Trans. Location	Stat Year	Stat Month	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011	2011
		Memcs		Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug	Aug
	ald	--	113	109	130	387	--	46	227	--	109	101	293	--	91	120	32	74	--	111	262	123	--	3	160	55	1	113	26	129	153	--	117	--	117		
	ata	129	--	211	229	650	2	142	399	--	215	166	634	--	99	96	48	101	--	220	491	177	--	259	84	--	199	94	194	286	--	195	--	195			
	bb	149	190	--	148	540	6	100	232	--	110	96	451	--	75	98	55	60	--	172	333	147	--	191	61	--	124	69	139	167	--	94	--	94			
	bc	213	384	225	--	917	19	206	694	--	272	232	835	--	123	177	76	155	--	331	587	261	--	13	443	155	--	243	97	352	289	--	356	--	356		
	car	--	--	--	--	3	--	--	--	--	--	--	--	--	2	--	--	--	--	--	--	--	--	--	--	--	--	--	--	1	--	--	--	--	--		
	cc	456	723	578	636	--	21	365	1,221	--	622	621	1,935	--	281	317	163	270	--	548	1,324	577	--	37	873	329	--	537	237	754	609	--	757	--	757		
	cen	--	1	--	--	3	--	--	546	--	--	169	1	--	--	--	--	--	--	--	--	--	--	3	4	1	--	352	3	68	--	55	--	1	--		
	com	--	--	--	1	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	5	--	--	--	--	--	--		
	cy	29	61	38	53	125	--	--	70	--	--	17	29	103	--	21	21	5	29	--	23	78	46	--	48	22	--	28	13	28	43	--	37	--	37		
	cyf	324	497	390	498	1,553	634	296	--	64	1	410	407	1,585	--	254	311	138	284	--	537	1,067	473	--	671	644	346	--	387	280	547	411	--	555	--	555	
	cyfbr	--	12	--	--	5	3	1	306	--	--	--	--	--	2	--	1	3	--	--	--	--	6	--	--	1	--	3	--	3	6	--	--	--	--		
	dste	--	--	1	--	2	1	--	--	--	--	--	1	1	--	--	--	--	1	--	2	--	1	--	2	--	1	--	--	--	--	--	--	--	2		
	ev	39	80	65	58	196	--	35	127	--	--	36	244	--	26	21	9	29	--	60	160	55	--	97	14	--	43	34	92	65	--	120	--	120			
	fai	1	1	1	2	--	1	--	2	--	1	--	2	--	2	--	--	--	1	--	2	--	2	--	--	--	--	2	1	--	1	--	--	--	1		
	fb	122	188	133	196	539	176	104	327	--	145	--	438	--	90	60	34	98	--	144	349	151	--	179	233	54	--	122	56	199	149	--	226	--	226		
	fm	321	627	491	527	1,665	--	301	1,176	--	--	522	379	--	201	249	128	309	--	430	1,154	429	--	--	--	--	--	375	260	521	469	--	589	--	589		
	fp	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	
	gp	31	38	42	33	107	--	9	55	--	27	41	62	--	13	12	3	--	--	37	48	19	--	49	13	--	71	8	23	29	--	26	--	26			
	hcapl	478	423	409	969	1,252	9	103	782	--	145	254	1,032	--	48	121	51	6	--	446	1,095	210	--	5	770	17	--	538	12	723	330	--	464	--	464		
	hm	55	44	37	47	127	--	13	86	--	37	16	75	--	23	--	12	8	--	54	79	30	--	32	19	--	33	17	39	39	--	18	--	18			
	jc	5	12	9	7	24	--	2	10	--	2	11	16	--	15	31	--	5	--	7	8	1	--	12	3	--	26	2	6	4	--	4	--	4			
	kin	3	3	1	2	3	9	--	9	--	14	1	1	6	--	1	--	--	--	815	6	12	2	--	9	5	2	--	2	15	--	3	--	4			
	kinbr	--	--	--	--	2	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	
	kt	78	142	132	162	407	1	62	228	--	131	82	470	--	65	65	46	60	--	--	303	159	--	190	54	--	100	66	113	159	--	166	--	166			
	kw	157	357	301	284	948	2	150	637	--	264	232	906	--	129	131	82	131	--	267	--	272	--	5	471	150	--	279	115	365	332	--	244	--	244		
	lap	36	78	75	85	258	--	41	132	--	50	60	261	--	14	25	13	32	--	99	160	--	--	115	36	--	77	19	113	96	--	66	--	66			
	lp	--	--	--	--	--	--	--	--	--	--	--	--	--	3	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	
	mag	3	7	2	--	10	140	1	207	--	4	54	18	--	--	--	--	--	--	18	--	--	--	5	3	--	6	9	5	24	5	4	--	4	--	4	
	mm	179	288	254	307	923	1	143	602	--	278	191	927	--	135	151	95	123	--	407	624	278	--	5	--	157	--	274	119	298	268	--	289	--	289		
	mon	2	3	1	4	12	13	8	25	--	3	2	2	8	--	1	4	12	--	1	4	--	--	5	7	--	50	3	11	9	--	3	--	3			
	monbr	1	--	--	1	5	2	--	5	--	--	--	3	2	--	--	--	3	--	1	4	--	--	--	2	183	--	1	--	1	--	1	--	--			
	nc	125	227	142	190	479	--	114	343	--	134	134	469	--	83	76	54	78	--	159	378	149	--	--	239	66	--	46	189	195	--	197	--	197			
	nor	1	6	7	1	19	13	4	10	--	1	3	6	21	--	2	--	5	--	5	7	4	--	6	5	5	--	3	--	6	5	2	3	--	3		
	nw	233	438	294	425	1,211	48	247	763	--	318	310	979	--	161	199	102	164	--	344	699	332	--	40	511	174	--	305	144	--	393	--	307	--	307		
	of	108	230	196	128	502	2	94	280	--	118	130	492	--	73	62	44	70	--	144	373	129	--	--	217	47	1	141	52	176	--	--	--	115	--	115	
	par	1	--	2	1	4	--	--	--	--	--	3	1	--	1	--	--	--	--	--	--	--	--	1	--	--	--	--	1	1	1	--	1	--	1		
	pw	71	113	103	119	310	--	69	240	--	114	93	363	--	37	41	31	33	--	96	267	92	--	--	133	47	--	91	38	152	80	--	--	--	--		
	rfm	--	--	--	--	162	--	251	--	--	109	--	--	--	--	--	--	--	--	--	--	--	--	--	121	--	28	--	16	--	--	--	--	--	--		
	tho	13	26	36	28	106	--	22	50	--	39	30	78	--	18	15	11	12	--	28	51	51	--	--	27	20	--	16	14	35	23	--	39	--	39		
	sm	134	288	179	247	757	3	136	511	--	187	182	728	--	90	112	66	137	--	215	573	208	--	7	284	144	--	193	87	272	230	--	243	--	243		
	sou	4	--	1	--	5	884	--	1,379	--	--	438	7	--	--	--	--	--	--	1	5	--	--	712	4	152	--	2	144	1	--	--	--	1	--	1	

This table is inserted simply to display the complex and comprehensive nature of the information generated from the library database. It is reviewed as necessary to understand patterns and trends in the flow of materials among the consortium members.

Library Liaisons

LSCS libraries align each discipline with librarians who collaborate with faculty in order to ensure that collections appropriately support instruction. Each campus determines the most appropriate configuration for ensuring that collections and services are appropriate. *Table 13. Librarian Liaison Assignments* provides examples of how collection assignments are distributed:

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Table 13. Librarian Liaison Assignments

LSC-CFC

[ROSE BOTKIN](#)

Anthropology, History
281-290-5937
Office: Learning Commons 101B

[PATSY BRAUTIGAM](#)

Accounting, College & Careers,
Geographic Information Systems
(GIS), Geography, Geology,
Video Production
832-482-1025
Office: Technology Center 200H

[PATSY BRAUTIGAM](#)

Accounting, College & Careers,
Geographic Information Systems
(GIS), Geography, Geology,
Video Production
832-482-1025
Office: Technology Center 200H

[SUSAN GREEN](#)

English, Humanities, Local
History
281-290-3242
Office: Technology Center 216Q

[CLAIRE GUNNELS](#)

Diagnostic Medical Sonography,
Emergency Medical Services,
Medical Assisting, Medical
Radiological Technology,
Nursing (RN and LVN)
281-290-3241
Office: Learning Commons 101F

[RUTH MCDONALD](#)

Arabic, Criminal Justice, Drama,
ESOL, Fire Science Technology,
Engineering Design Graphics
Technology, Engineering
Technology, French, German,
Government, Industrial
Maintenance, Japanese,
Machining Technology, Music,
Psychology, Sociology, Spanish,
Welding Technology
281-290-3973
Office: Technology Center 100L

[ANTHONY MCMILLAN](#)

Business, Economics, Logistics
Management, Management,
Textbook Collection
281-290-5997
Office: Health Sciences Center
117K

[MONICA NOREM](#)

Art, Photography, Student
Success, Transitional English,
and Teacher Certification
281-290-3244
Office: Technology Center 200Q

[DORRIE SCOTT](#)

Biology, Chemistry,
Environmental Sciences,
Physics, and Math
832-482-1023
Office: Center for the Arts 113K

[MELANIE WACHSMANN](#)

Kinesiology, Philosophy,
Religion, Adult High/Low
Reading
281-290-3400
Office: Learning Commons 106

[TRACY WILLIAMS](#)

Computer Information Technology, Graphic
Design, Journalism, Communications,
American Sign Language/Interpreter Training,
Multimedia Production, Professional Office
Technology, Speech, Visual Communication,
Web Design, Film Series
281-290-3243
Office: Learning Commons

LSC-M

[GARY CHURCH](#) (NASH

Division Liaison)
Automotive Technology, Biology,
Biotechnology, Chemistry,
Emergency Medical Services,
Engineering, Fire Science,
Health Information Technology,

[DEBBIE COX](#) (BELS Division

Liaison)
Accounting, Art, Business, Child
Development, Computer
Information Technology, Dance,
Drama, Education, English,
ESOL, French, Human

[DANIEL STEVENS](#) (BASS

Division Liaison)
Anthropology, Audio-Visual,
Criminal Justice,
Economics, Geography,
Geology, Government, History,
Italian, Land Surveying, Music,

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Heating/Air
Conditioning/Refrigeration
Technology, Kinesiology,
Machining, Mathematics,
Nursing, Physical Therapy,
Physics, Radiologic
Technology, Welding
936-273-7389
Office: F 165

Development, Human Services,
Humanities, Japanese,
Journalism, Management,
Marketing, Professional Office
Technology, Sociology, Speech.
936-273-7490
Office: F 163

Philosophy, Psychology,
Religion, Spanish, Visual
Communications
936-273-7487
Office: F 164

LSC-K

BECKY BRADLEY

(Arts and Humanities)
College Test Books, Job Search
Current Issues, ESL, Foreign
Language, Literature
281-312-1468
Office: LIB 106

HOPE BEGGAN

(Business, Technology, & Social
Sciences)
Business, Management,
Marketing, Economics,
Accounting, History, Office
Technology, Fire Science,
Psychology, Sociology,
Philosophy
281-312-1748
Office: LIB 106

JIMMI RUSHING

(Math, Applied Science, &
Health)
Medical, Biotech, EMMT,
Occupational Therapy,
Respiratory, Nursing, Dental
Hygiene, Nutrition, Wellness,
Physics, Environment, geology,
Horticulture, General Science
281-312-1698
Office: LIB 106

LSC-NH

NORMA DREPAUL

Business, Career Technology,
Workforce Development
281-618-5487
Office: LB 306A

DAVID PULLER

Behavioral Sciences
281-618-5484
Office: LB 306D

KAREN PARKER

Communication, Languages,
Humanities, Developmental
Studies
281-618-1185
Office: LB 306B

OLIA PALMER

Health and Human
Services, Math & Natural
Sciences, Faculty/Staff Center
281-618-5725
Office: LB 306C

VIRGINIA RIGBY

Visual, Applied and Performing
Arts Social, and Our Lady of the
Lake University, Archives,
Government Information
281-618-5490
Office: LB 306E

LSC-T

Division Liaison: Alpana
Sarangapani:
alpana.sarangapani@lonestar.edu

Division Liaison: Jess Nevins
(john.j.nevins@lonestar.edu)

Division Liaison: Cheryl
Wells (cheryl.j.wells@lonestar.edu)

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lonestar.edu

Accounting, Business/International Business, Criminal Justice, Economics, Geography, Government, Management, Marketing, Political Science, Psychology, Speech

Jess Nevins and Jill Moore:
English/Literature, Developmental Studies
(English), Education/Alternative Teacher Certification

Cheryl Wells, Beth Gault and Marilyn Howe:
Biology, Nursing, Occupational Therapy, Pharmacy Technology, Surgical Technology, Kinesiology, Medical Office Technology

Cheryl Wells and Alpana

Sarangapani: Computer Science, Electrician, Gaming, Machining Technology, Photography, Professional Office Technology, Digital Publishing, Graphic Design, Multimedia

Cheryl Wells: Chemistry, Environmental Science, Geology, Physics

Cheryl Wells: Veterinary Technology

Feedback about Collections

In 2006, 308 full-time, part-time, face-to-face, and distance education faculty from across the system responded to a Faculty Survey of Libraries [5]. In responding to the statement "Library materials, audiovisual, and electronic resources provide adequate support for my content area", 234 (76%) faculty specified "Agree/Slightly Agree". In responding to the statement "I am satisfied with the process of selecting library materials, audio visual and electronic resources" 219 (71%) respondents chose "Agree/Slightly Agree". In responding to the statement "In the past twelve months, I have examined the library collections in the areas I teach for currency, coverage, and accuracy", 185 (60%) faculty replied "yes".

During the 2009-2010 academic year, 1,006 LSCS Library users provided feedback through the LSCS Library Student Survey [6]. Eight hundred-seventy five (87%) respondents identified themselves as [being enrolled in] online courses or [in] both on-campus and online courses. When asked, "Why do you use the library? (check all that apply)", 599 (60%) respondents cited "availability of specific materials or information". In response to the statement, "My library has the books I need (this includes ebooks)", 882 (89%) respondents indicated "Strongly Agree/Agree/Somewhat Agree".

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In response to the statement "I find the print periodicals and journals I need at my library", 622 (75%) respondents indicated "Strongly Agree/Agree/Slightly Agree". In response to the statement "I can access the electronic resources I need (e.g. research databases, online indexes, e-journals, and e-books) through my college library", 825 (83%) indicated "Strongly Agree/Agree". In response to the statement "Library resources have contributed to my success as a student", 652 (67%) respondents specified "Strongly Agree/Agree".

In addition to formal surveys, library users provide ongoing feedback, and LSCS libraries use qualitative and quantitative feedback to improve collections and services. Based on feedback from students, faculty and the community, LSCS provides collections and resources that support educational, research, and public service programs. Recent feedback resulted in the increase of weekend hours, increase in the number of electrical outlets to accommodate laptops and other portable devices, greater emphasis on audio visual and electronic resources, creation of more quiet study space, and closer collaboration with faculty about available collections and services.

Library Services

LSCS libraries provide information and instructions about the [Online Library Catalog](#), face-to-face and online access to [course reserves](#), links to [research databases](#), established [policies and procedures](#), including [general information, hours and contacts](#)] and [research help tools](#), including campus-specific research guides tutorials and a variety of forms and guidelines that facilitate and expedite access to resources and services. Some of the most widely used and guidelines and forms include: [Get a Library Card](#), [Interlibrary Loan Request Form](#), [Get a Texshare Card](#), [Library Instruction Request](#), and [Meeting and Study Rooms](#).

Table 14. LSCS Libraries Website provides an overview of user privileges and multiple entry points to resources and services that support student and faculty access to appropriate resources.

The mission of the LSCS Libraries is to support a successful educational experience, nurture the intellectual and cultural life of the community, encourage critical thought, promote information literacy, and provide innovative, and high-quality services and programs.

Table 14. LSCS Libraries Website

LONE STAR COLLEGE SYSTEM
CYFAIR · KINGWOOD · MONTGOMERY
NORTH HARRIS · TOMBALL
UNIVERSITY PARK
CORPORATE COLLEGE · LSC-ONLINE
UNIVERSITY CENTER

Library Catalog
Research Databases
Help with Research
Library Services
About the Libraries
Hours, Contacts & Locations
LSCS Bookstores

Current Students Future Students Programs & Classes

LSCS Libraries

Find library services you need, when you need them... online anytime. Need help? [Call](#), [chat](#), [text](#), [e-mail](#), or [visit us!](#)

Help with Research [more](#)

- [Library Catalog](#)
- [Research Databases](#)
- [Government Information](#)
- [Academic Integrity](#)
- [Evaluating Information](#)
- [Plagiarism](#)
- [Copyright Information](#)
- [Citation Help](#)

Research Guides [more](#)

- [LSC-CyFair](#)
- [LSC-Kingwood](#)
- [LSC-Montgomery](#)
- [LSC-North Harris](#)
- [LSC-Tomball](#)

Library Services [more](#)

- [Students](#)
- [Faculty](#)
- [Adults](#)
- [Teens](#)
- [Children](#)

About the Libraries [more](#)

- [How Do I...?](#)
- [Hours, Contacts & Locations](#)
- [Library Guidelines and Policies](#)
- [Library Survey Results-Spring 2010](#)

[Libraries Site Map](#)

The library also has a [pagelet](#) on the MyLoneStar portal prepared to furnish additional entry points for key library services.

LSCS Libraries are open 71-85 [hours in a typical week](#). Library schedules are

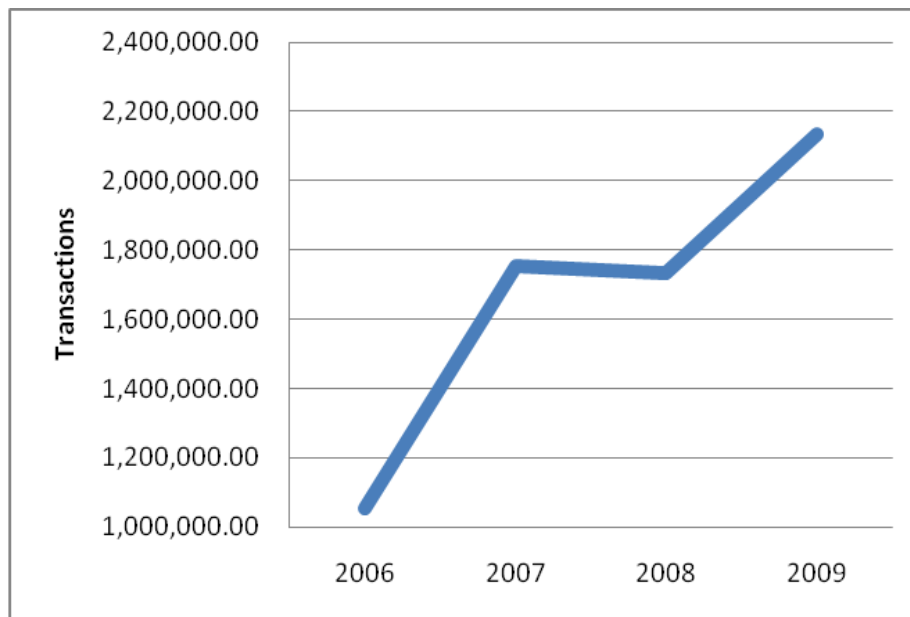
The mission of the LSCS Libraries is to support a successful educational experience, nurture the intellectual and cultural life of the community, encourage critical thought, promote information literacy, and provide innovative, and high-quality services and programs.

sensitive to the academic calendar and reflect needs identified on each respective campus. Service areas, including circulation and reference areas, are open during these hours. LSCS library circulation and reference transactions indicate increased use of available resources and services.

General circulation transactions reflect a significant (49%) increase between 2006 and 2009. *Table 15. Annual Overview of LSCS Circulation Transactions*, shows the number of circulation transactions recorded over four years.

Table 15. Annual Overview of LSCS Circulation Transactions

	2006	2007	2008	2009
Circulation Transactions	1,052,238	1,754,254	1,733,422	2,132,809



One of the 2008 NCES Library Comparison Reports compares the number of circulation transactions occurring per FTE [full-time equivalent] students at LSCS with circulation transactions reported by selected institutions (11 of the 13) identified by

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LSCS in the *Peer Benchmark Institutions 2009-2010 Report* [23]. Data from the peer institutions are included for comparison purposes. Because colleges at two of LSCS's peer community colleges systems (Dallas County Community College and Alamo Community College) report statistics as separate colleges, their library data are excluded for comparison purposes.

The NCES Library Comparison – Circulation Transactions Per FTE graph [24] reflects the Lone Star College System (Page 2 / 5) transactions reported by selected institutions (11 of the 13) identified by LSCS in the *Peer Benchmark Institutions 2009-2010 Report* [23]. Data from the peer institutions are included for comparison purposes. Because colleges at two of LSCS's peer community colleges systems (Dallas County Community College and Alamo Community College) report statistics as separate colleges, their library data are excluded for comparison purposes.

The NCES Library Comparison – Circulation Transactions Per FTE graph [24] reflects the range in circulation transactions among similar institutions. These transactions by institutions of similar size and classification help show trends in activity. LSCS's reference services provide primary points of contact for library information. The 2008 NCES report that compares reference transactions in a typical week among Benchmark Institutions shows a significant difference in the reference activity as reported by each institution.

Reference transactions in a typical week at LSCS libraries, while exceeding the comparison group average, fall significantly below reference transactions at one of the peer institutions [25]. However, there seems to be a correlation between the number of reference transactions and the number of bibliographic instruction sessions, including the number of people attending the sessions. After monitoring this pattern for several semesters, LSCS determined that the more aggressive the formal BI programs are, the fewer reference questions library users ask [26].

In addition to formal bibliographic instruction sessions and traditional point-of-need assistance in the reference area, library users are encouraged to ask questions via chat, email, phone, and text messaging. During the 2009-2010 academic year, LSCS libraries recorded 2,541 chat sessions. Text messaging began Fall, 2010. Between October and the end of the Fall 2010 Semester, LSCS library users participated in 954 chat transactions [27].

Formal Arrangements and Agreements

LSCS entered into formal agreements as library and community needs evolved. These agreements [28], [29], and [30] support four of LSCS's value statements by providing affordable access, building community and partnerships, exercising stewardship, and making prudent use of technology.

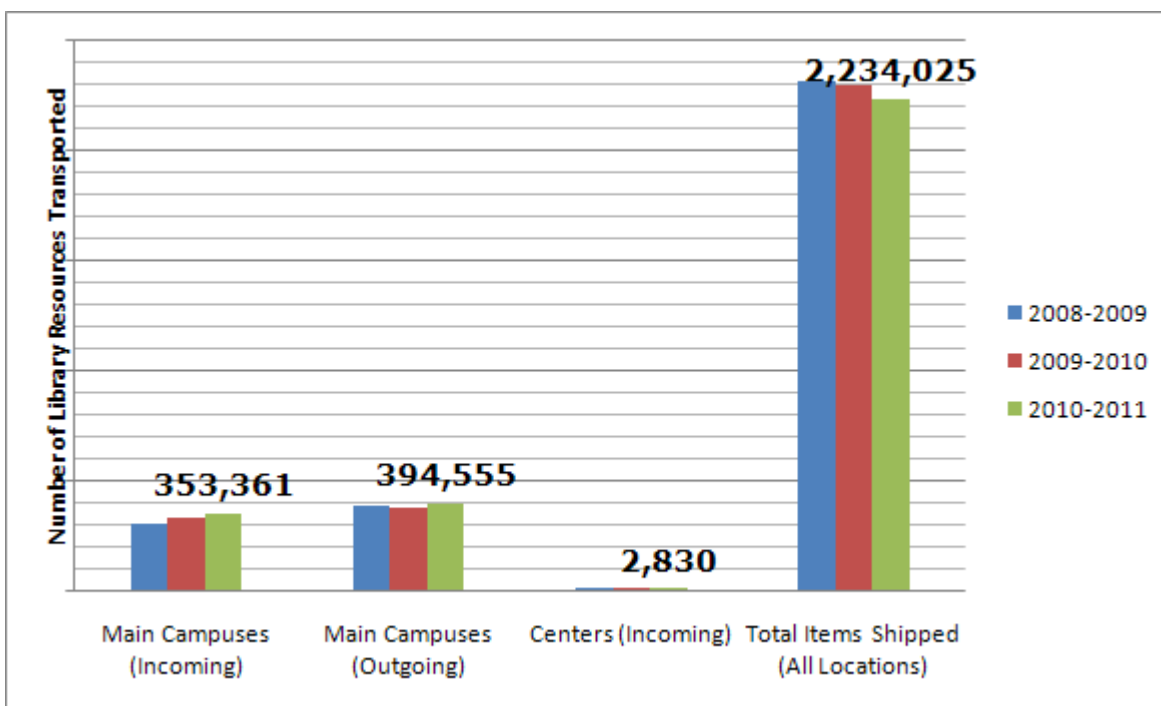
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LSCS maintains these agreements in order to expand student and faculty access and privileges to both collections and automation resources and to support joint library operations.

In 2005, LSCS entered into the Harmonic Consortium, a formal agreement with Montgomery County and Harris County in order to share library automation resources. The formal agreement outlines the requirements for operation of the Harris County Library-Cy-Fair College Branch and the LSC-Tomball Community Library. These arrangements expand access to resources for eligible patrons across three library systems, allowing LSCS students and faculty access to more than 2 million additional resources.

The *Table 16. Library Resources Transported Among LSCS Libraries 2008-2009 and 2009-2010*, shows the number of items transported between LSCS's main campuses and centers over the past two academic years.

Table 16. Library Resources Transported Among LSCS Libraries 2008-2009 and 2009-2010



Statistics show less than 1% decrease in items transported between 2008-2009 and 2009-2010, indicating that LSCS's library resource sharing programs, designed to increase access to library collections through ownership or formal agreements, are being used, and demonstrate program appropriateness.

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TexShare

LSCS Libraries are members of Texshare, a statewide consortium that encourages resource sharing among Texas libraries [31]. LSCS takes advantage of volume discounts for members provided as a result of statewide bargaining. Additional benefits of Texshare participation include Texpress and the Texshare card privilege program. Texpress is a courier service providing two-day delivery among libraries statewide, and the Texshare card privilege program allows eligible library users to borrow directly from participating libraries and provides access to the Library of Texas [32], a federated search database allowing customized searches of multiple databases regardless of format or location.

Texshare's database contract provides eligible library users access to curriculum-supporting databases through its offerings [33]. The TexShare program provides license agreements through the TexSelect program for additional database selections. Each campus may initiate database license agreements to support campus-specific programs not offered at the other LSCS campuses. Examples of databases that support campus-specific programs include Phlebotomy Web and Consumer Lab at LSC-North Harris; OT Search at LSC-Tomball and Kingwood; Gallup Brain and Careers Internet Database at LSC-Kingwood; as well as Access Newspaper Archive and Maps 101 at LSC-Cy-Fair. During the 2009-10 academic year, LSC-Montgomery discontinued several unique databases, having discovered appropriate coverage in LSCS's database core.

Other Agreements

LSCS maintains membership in the Online Computer Library Center (OCLC) [34] and Amigos Library Services [35]. LSCS contracts for and receives access to inter-library loan services, cataloging, and WebCat, a computerized tool that allows users to see holdings in the online catalog, through OCLC. Amigos Library Services, a non-profit organization, also assists regional libraries by negotiating on members' behalf for group discounts and training.

Table 17. SACS Compliance Principles with Library Components is a list of the core requirements and comprehensive standards identified within The SACS Principles of Accreditation that have a direct correlation with the library. Librarians are expected to be familiar with these principles in order to ensure compliance with them.

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Table 17. SACS Compliance Principles with Library Components

<p>Core Requirements</p> <p>2.9</p>	<p><i>The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered. Collections, resources, and services are sufficient to support all its educational, research, and public service programs. (Learning Resources and Services)</i></p>
<p>Comprehensive Standards</p> <p>3.3.1.3</p>	<p><i>The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results in each of the following areas: educational support services. (Institutional Effectiveness)</i></p>
<p>3.8.1</p>	<p><i>The institution provides facilities and learning/information resources that are appropriate to support its teaching, research, and service mission. (Library and Other Learning Resources: Learning/information resources)</i></p>
<p>3.8.2</p>	<p><i>The institution ensures that users have access to regular and timely instruction in the use of the library and other learning/information resources. (Library and Other Learning Resources: Instruction of library use)</i></p>
<p>3.8.3</p>	<p><i>The institution provides a sufficient number of qualified staff—with appropriate education or experiences in library and/or other learning/information resources—to accomplish the mission of the institution. (Library and Other Learning Resources: Qualified Staff)</i></p>

Table 18. Review of Library Reports

Report titles	Frequency of Review	Changes/Improvements made as result of assessment
---------------	---------------------	---

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Annual Overview of LSCS Circulation Transactions	Library administrators monitor these statistics monthly. Anomalies that have an impact on sister libraries are noted for discussion.	LSC-CFC LSC-K LSC-M LSC-NH LSC-T Staffing, Budgeting, Service impact. Helps in assessment of staffing adequacy.
Circulation by call numbers	Library administrators monitor these statistics monthly. Campus-level impact may result in budget shifts to immediately address collection gaps and service/instructional concerns.	LSC-CFC LSC-K LSC-M LSC-NH LSC-T Data gathered from Horizon database. Collection development, budgeting impact.
Example of Circulation of collection by item location	Ongoing. Library administrators monitor these statistics monthly. Campus-level impact may result in budget shifts to immediately address collection gaps and service/instructional concerns.	LSC-CFC LSC-K LSC-M LSC-NH LSC-T Budget impact. Helps to monitor direct and relative activity by location. Beneficial way to track effectiveness of special collections by locations
LSCS Database Files	Budget, service, access, resources impact. These reports help expand access through cost sharing of heavily used full text databases.	LSC-CFC LSC-K LSC-M LSC-NH LSC-T
Intra System Loan reports	Since 2004, shows lending patterns across the system.	LSC-CFC LSC-K LSC-M

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		LSC-NH LSC-T Helps demonstrate effectiveness of formal arrangements through Consortia.
Proquest Database Activity 2011 Annual report	Provides overview of patron activity and patterns over time.	LSC-CFC LSC-K LSC-M LSC-NH LSC-T This report continues to add credence to value of reputable databases. Proquest is critical to distance learners, as the scope and depth are broad and comprehensive.

Table 18. Review of Library Reports is a list of library reports that identifies the frequency of data review, as well as changes or improvements made as a result of data assessment.

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Table 19. LSCS Library Instruction Goals 2010-2011 is a summary of unit goals for each library. Library goals support unit, division, area, campus and institutional strategic plans. Goals submitted demonstrate compliance with and support of system-wide strategic and campus strategic plans.

Table 19. LSCS Library Instructional Goals 2010-2011

Campus: LSC-Cy-Fair

Goal: Develop a library instruction component for each section of EDUC 1300 course

Campus: LSC-Cy-Fair

Goal 3: Provide academic excellence and strengthen connectivity and accountability through high quality academic and service programs.

3.4 Increase electronic communications to support activities in a multi-site environment.

The libraries recently enhanced library reference services through chat, email and text messaging. Text reference using Google Voice started Fall 2010. PHP was configured so all campuses can pick up chat sessions if logged in. A total of 2943 chat sessions were answered, 877 by CyFair in 2010-11. The contact page on website edited to improve access to chat and text. Chats can be transferred to other campuses as needed for local library information.

Goal 4: Focus on outcomes driven student success.

4.1 Strengthen all academic support services.

The library continues to grow in most key statistical areas. The library continues to cross train so we can have more flexibility cover service desks. The library was approved to hire its vacant reference librarian position. We increase programming potential by utilizing our community and faculty contacts. We also employ work-study students for shelving and circulation operations. Between academic year 2010 and 2011, circulation increased from 1,164,818 items to 1,203,965 items, number of instruction sessions increased from 358 to 400, attendance at library programs decreased from 59,479 to 58,005 but the number of programs increased.

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We have an instructional goal to meet with all EDUC 1300 courses. For 2010-11, 42 face-to-face and hybrid sections were offered. Library instruction was delivered for 30 sections and 570 students. Two of the 5 online sections received some information about library services. A library research module was created by LSCS librarians for the career research portion EDUC 1300 during the Summer Semester for the QEP pilot sections. Three CyFair librarians are teaching sections of EDUC 1300 for Fall 2011.

Campus: LSC-Kingwood

Goal 1: Encourage greater use of the library's instructional program and increase librarian skills in creating active learning in the library

Results/Progress/Improvement: See Appendix # 11.

Campus: LSC-Montgomery

Goal 4: Focus on outcomes driven student success

4.1 Strengthen all academic support services

Strategies/Actions:

A. Participate In Welcome Week Activities

- Participation in Challenge Cup, Chalk Art Contest, Movie Time in Library, map showing where students are from
- 100% of staff participated in Welcome Week

B. Activate student ID's during NSO's

- a. Circulation staff attend all NSO's activities and activate student ID's. 217 ID's were activated during Welcome Week

C. Support weekend college and dual credit classes

- a. Library is open until 7:30pm on Fridays. More than 1200 students

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used the library during this period Fall 2010

- **fall 2010 Stats between 5:00pm -7:30pm**
 - **Attendance = 373**
 - **Reference transactions= 75**
 - **Instruction classes =2; students=38**
 - **Group study rooms=1142**
- **Spring 2011 Stats between 5:00pm -7:30pm**
 - **Attendance= 543**
 - **Reference transactions=50**
 - **Instruction classes=1**
 - **Sat and Sun extended hours**
 - **Attendance =168**

- b. All dual credit instructors were contacted. BI at Woodlands and Oak Ridge HS were scheduled and taught. We provided instruction at Oak Ridge and College Park, but not at Woodlands. They only have one dual credit Teacher and she did not respond to attempts to contact her. We will continue to pursue opportunities for collaboration with local high schools for teaching research methods to 1302 classes.
- c. The students and faculty experiencing tutorial/BI's were receptive and enthusiastic, but in general others have been less so than last year. Additionally, one teacher at Oak Ridge North couldn't fit us in between class trips other activities. We will continue to pursue opportunities.

2. Recruit and Retain talented and innovative faculty, administrators and staff

- a. Part-time librarian development workshop, circulation staff development

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workshops. This was the first time this type of faculty development was devoted specifically to PT librarians.

- Survey ranked (1-3=usefulness for effective performance)
 - Technology: 100%
 - New databases: 67%
 - Collection development: 83%
 - Future topics: Word Press, Angel, urged not to assume that adjuncts are familiar with day to day operations

b. Circulation staff received specific training throughout the year.

c. Librarians participated in at least one webinaire

3 Provide academic excellence and strengthen connectivity and accountability through high quality academic and service programs.

6.2 Strengthen and improve visibility of and online support services

A. Support online faculty

- a. Two librarians became ANGEL certified. Online Links established with Spanish. Librarians investigating **residency** inside online classes. Spanish classes tested.
- b. Films on Demand workshop for online faculty held. Librarians continue to collaborate with online faculty.

It became apparent during the year that strategies for effectively marketing library services were inadequate. Before we could implement an effective information literacy plan we needed to raise awareness of the services to local stakeholders. We determined that we needed to develop local advocates. Following the completion of the advocacy strategies we will again was Implement, measure, review/revise and refine information literacy learning outcomes to determine student success impact. During the 2010-11 academic year, we implemented a marketing program focused around the ALA theme,

"Create Your Own Story @ Your Library. Following are the results:

"Create Your Own Story @ Your Library" Series with LSC-M employees. Goal of the event: raise LSC-M's administrators' awareness of selected ways that the library provides access and user privileges to library collections, resources, and services. This feedback will be designed to help the library refine efforts to reach the LSC-M community. Up to seven (7) administrators responded and rated two questions concerning the event: Respondents rated the Royal Tea event 4 or 5 on a scale of 1(low) to 5(high). When asked to rate the event's impact on raising their awareness of the services, seven respondents rated the impact a 4 or 5 on a scale of 1-5. In response to "My likelihood of using library resources for my personal/professional needs within the next 60 days", 5 of 7 respondents indicated that the likelihood of using library resources for their personal needs within the next 60 days was a 4 or 5. These initial results seemed positive. During fall 2011, a follow-up survey of LSC-M's administrators will be conducted in order to determine if the administrators have used any of the library resources.

Specific suggestions include: Once a month - Meet Me at the Library for Coffee - this would give us a chance to step away from our office to visit the library and see what collections, resources, and services the library has to offer while enjoying a cup of coffee.

Super job, Great Job! Great job! respectively

This was a very creative way to show the capabilities of the library and its very talented staff.

Great job. Filtering this out to other campus groups is the likely next step.

More interaction with teaching faculty

Outcome: This was the first activity in a series of events that culminated with the faculty reception during the week faculty

returned to campus. By the time the faculty reception was held, the library staff hosted an event that was very polished and seemed to have been well-received. Feedback and several follow-up sessions were requested and conducted.

During fall 2011, a follow-up survey of LSC-M's administrators will be conducted in order to determine if the administrators have used any of the library resources. The 2012 ALA theme is You Belong @ Your Library.

Indirect impact on student success: Another series of events will begin September 2011. The focus will be on student engagement. Having successfully conducted a series of three events on LSC-M employees, the entire library staff demonstrated a high degree of confidence in engaging library users.

The second event in the National Library Week Theme, Create Your Own Story @ Your Library was "Creating Your Story by Floating Your Boat @ Your Library". DOMS and Managers were invited to participate in this event. Three of the attendees responded to the above two questions. In both instances, three respondents rated the event 3 or 4 on a 1-5 scale.

During the week in which the faculty returned, the library staff hosted a faculty reception. The highlight of the information session seemed to be demonstrations of iPad technology to help faculty access library resources. The library is awaiting the survey responses. The impact of that event will help determine the extent and demand for similar demonstrations of using emerging technology to access library resources. Survey results are due September 3, 2011. The initial pilots are planned for the evening students. Challenge: The library will work closely with advisors, counselors and learning center to integrate activities so as not to either overwhelm or scatter survival skills too thinly. Focusing the events around a national theme provided a framework that is transportable and predictable. These strategies will help promote the information literacy plan as engaging experimental activities with 'real life' applications. As a result of this

initiative a new series "Leaders Read" was implemented, highlighting administrators' commitment to reading/learning.

Campus: LSC-North Harris

Goal: Develop effective options to improve users' skills and knowledge

Campus: LSC-North Harris

Goal: Develop effective options to improve users' skills and knowledge

Goal 3: Provide academic excellence and strengthen connectivity and accountability through high quality academic and service programs.

3.4 Increase electronic communications to support activities in a multi-site environment.

The library increased its social presence by creating a twitter feed and a facebook page that was used to display news items related to library activities and services such as "New Books", availability of e-book readers and iPads, pictures of displays in the library, and links to the video tutorials available on "You Tube". The library created 33 video tutorials on various topics intended to assist students with using the library effectively.

Librarian presence was promoted on the DSM screens that are located throughout campus.

A video tour of the library was created using QR Codes to link to library created videos uploaded to You Tube.

Increased visibility of librarians has resulted in growth of the number of reference questions and assistance that is offered at the reference desk, and increase in the floor counts.

Goal 4: Focus on outcomes driven student success.

4.1 Strengthen all academic support services.

The library instruction program continues to be well received and librarians have worked hard to revise and create research guides as necessary or if requested by faculty. A thorough review of research guides was carried out in 2010-2011 that resulted in a coherent set of research guides and a revision of some of them to update information. A subject wise arrangement of research guides is in the plan for

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the ensuing year. Though the number of instruction classes decreased in 2010-2011 the faculty is well aware of the program and requests for classes are received early in the semester. Librarians also travel to the centers to teach classes at the request of faculty.

The second floor study area was reviewed with the intention of making more study area available to students. Withdrawal of the microfiche collection and a rearrangement of the study tables made it possible to add 5 more study tables on the floor.

Goal 6: Provide quality student focused service

6.2 Strengthen and improve visibility of student and online support services

The librarians continue to be embedded in online classes and are available to answer any questions from students. In 2010-2011 librarians were embedded in 11 online classes.

For the 2011-2012 year the plan is to offer librarian help in the extended learning center during peak "term paper" periods.

Campus: LSC-Tomball

Goal 1: Increase information literacy skills by having librarians actively

Goal 1: Maintain affordability and accessibility

1.1 Deliver accessible quality education to the regional and global workforce.

Library services/resources were considered a "strength" during the October, 2010 re-accreditation visit by the National League for Nursing Accrediting Commission.

The new Lone Star College-Tomball Health Science Building, opened for Fall, 2011 classes on the campus of the Tomball Regional Medical Center, is designed to simulate the work environment students will enter upon completion of the Surgical Technology, Occupational Therapy Assistant, Nursing and Pharmacy Technology programs. The complex contains a 1,900 square-foot medical library, available to LSCS students and faculty, as well as staff of the Medical Center. The Library offers books, journals, non-print materials, and access to electronic resources with 10 in-house computers. Two study rooms are also available for group use.

1.2 Increase accessibility and opportunity to diverse populations in the region

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The Library sent out 2,190 postcards welcoming FTIC students to the LSC-Tomball campus, and inviting them to “get the scoop” at an ice cream social in the Library.

Results: The Outreach Librarian represented LSC-Tomball and the Library through participation in breakfasts with area HS Counselors, Open Doors visits, Pathways to Success, College Day orientations, RoaDI outreach to the Hispanic community within Waller ISD, Tomball German Festival, new adjunct orientation (including dual-credit faculty), and library instruction at area high schools.

Goal 2: Recruit and retain talented and innovative faculty, administrators, and staff

Results: Strengths Quest and customer service training highlighted the day-long professional development workshop for all library employees (the ELC and PSC staffs also participated in some activities).

Additional librarian and staff professional development participation included the LSCS Higher Education Teaching Institute, the LSCS Leadership Academy, the LSC-Tomball Staff Fellows Academy, LSCS Education 1300 training, and the Professional Support Staff retreat.

Full-time faculty librarians and the library director also completed Angel certification.

Goal 3: Provide academic excellence and strengthen connectivity and accountability through high quality academic and service programs

Results: The library worked with Workforce Solutions to offer bi-weekly career workshops on resume writing, completing a job application and interviewing.

The Library for the Health Sciences at the LSC-Tomball Health Science Building opened on the campus of the Tomball Regional Medical Center, offering resources and services to staff of the Medical Center.

Goal 4: Focus on outcomes driven student success

4.1 Strengthen all academic support services.

Results: All library research guides are now available online. Students are able to receive reference assistance in-person, and through chat, e-mail, or text. LSCS Libraries’ Web Committee has worked to make many of the Library resources available through mobile devices: [Research Apps & Tools](#)

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4.1.9 Increase student information literacy skills by having librarians actively participate in face-to-face and online orientation programs.

Results: Librarians have participated in mandatory orientation sessions, served as course librarians for online classes, and led a "Library Jeopardy" Brown Bag Seminar.

4.4 Develop faculty-driven outcome assessment.

Results: When requesting library instruction, faculty is being asked to state desired student learning outcomes. Following instruction, faculty is sent an online survey, assessing if/how those outcomes were met.

LSCS Libraries' surveyed faculty during April, 2011

Goal 5: Create effective internal and external systems of communication

5.1 Strengthen stakeholder interactions within system.

Results: Digital Messaging Screens (DMS) were installed on the second floor of the library, marketing library and campus information to our users.

With membership representing all campus divisions and departments, the mission of the newly-formed Library/Educational Services Library Board is to:

- Advise the Educational Support Services Departments as to the needs, priorities, and initiatives necessary to support staff and faculty development
- Recommend strategies to improve academic outcomes
- Discuss new methods and technologies that enhance teaching and learning
- Serve as an advocate for Library, Extended Learning Center, and Professional Development Center services within their divisions and the campus community

Results: Several faculty and staff presented at LSC-Tomball Conference Day.

5.3 Implement a consistent emergency/crisis notification and response plan.

Results: Fourteen emergency telephones were installed throughout library. Security cameras were installed in the two computer labs and the Teen Room. DMS slides are immediately created and uploaded to library screens to notify patrons of emergency situations – weather alerts, closures, etc..

Goal 6: Provide quality student focused service

6.2 Develop mandatory student orientation programs to meet needs of diverse student population.

Results: With Student Services, librarians participated in over 50 FTIC student orientations.

6.3 Offer non-English student service assistance to speakers of other languages.

Results: The library signage project was completed. Informational and directional Library signs are now in Spanish and English.

General library handouts have been published in English and Spanish. The online library tour is [offered in Spanish](#), and a physical tour script has been translated into Spanish, as well.

Collection Development has mirrored the needs of our diverse community of users, as materials have been purchased in Spanish, Vietnamese, Chinese, Japanese and Arabic. The foreign film collection now includes titles in French, Italian and Japanese. Laptops loaded with Rosetta Stone in Spanish, Chinese, Japanese, German and Arabic are available for in-library use.

Goal 7: Create efficiencies in operation in resource allocation

Goal 8: Develop and maintain mutually constructive community partnerships

8.1 Strengthen innovative relationships with local industries, healthcare community, state agencies, educational partners & civic organizations.

Results: Librarians have worked with Workforce Solutions to sponsor bi-monthly job search workshops, including resume writing, completing a job application, and interviewing.

Working with our Community Library partner, librarians moderated discussion of [Persepolis](#)

With ROaDI, librarians met with the Hispanic community of Waller ISD, offering instruction in library services and resources. They have also been promoting LSC-Tomball and the Library at Tomball Second Saturdays and the Tomball German Festival.

Goal 9: Increase quality and quantity of technology services in support of teaching,

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learning and administration

Results: Librarians were recipients of C-TEC grants for the purchase of iPads and eReaders. The purchase of these eDevices will position us to promote the eBooks that we already own as well as to assess how digital books can best be used in the college setting. The iPads will also be useful to collect instant and spontaneous surveys.

In response to continued concerns from Library staff, Deep Freeze was installed on all LSCS public computers, thereby protecting the integrity of the core operating system and configuration files on the workstations by restoring the computers back to their original configuration after each restart (at the end of the day, if not done manually before). The program also safeguards the confidentiality of patron information by removing personal information saved to the computer with each restart.

Goal 10: Plan and achieve quality growth management

Participate in face-to-face and online orientation programs

Campus: Automated Library Services

Goal 2: Recruit and retain talented and innovative faculty, administrators, and staff

Results: After 22 months without a Head of Cataloging we hired an experienced Librarian to fulfill this important role. As a result of his leadership a total of 17,203 items were sent to the libraries this year. That is 2.4 times as many items as were shipped out in 2010

Goal 7: Create efficiencies in operation in resource allocation

7.1 Implement and streamline business procedures and management infrastructure across system

Results: All procedure manuals were reviewed and updated. During the review several procedures were streamlined resulting in the increase in the number of items cataloged.

Also the new manuals were written in a very detailed manner to insure business continuity in the case of a staff members illness or if a staff member were to leave the department.

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